

## Subject Outline

<b>Course Code:</b>	V101-2016
<b>Course Name:</b>	V101-2016 Mercantile Agents Induction Training
<b>Classification:</b>	Un-Restricted (available for public enrolment)
<b>Subject Audience:</b>	<p>This course contains a combination of three (3) exiting courses which are offered singularly. <i>See the Learning Outcomes section in this document for more information on the course content.</i></p> <p>V101-2016 has been specifically designed for new entrants into the mercantile industry or for those experienced agents that have not completed <b>any</b> measurable training in recent times. The aim of this course is to elevate the student's knowledge with current industry demands and in preparation for ongoing annual compliance training in accordance with ASIC Regulatory Guide 206.</p> <p>This course is offered at a bundled discount for:</p> <ul style="list-style-type: none"> <li>✓ Field Agents</li> <li>✓ Debt Collectors</li> <li>✓ Repossession Agents</li> <li>✓ Agency Staff</li> <li>✓ Financier Staff</li> </ul>
<b>Awards:</b>	Annual certificate of compliance

<b>Subject Rationale:</b>	
<b>Key Points:</b>	<p>Australian Securities &amp; Investments Commission (ASIC) Regulatory Guide 206: Credit licensing: Competence and training states:</p> <p><i>Credit licensees must comply with the organisational competence obligation in s47(1)(f) of the National Consumer Credit Protection Act 2009 (National Credit Act) and licence applicants must be able to demonstrate in their licence application that they can comply with it.</i></p> <p><i>We assess your compliance with this obligation by looking at the qualifications and experience of the people who are required to be 'fit and proper' to engage in credit activities.</i></p>



	<p><i>What you need to do to comply will depend on the nature, scale and complexity of your business. However, this guide sets out our minimum expectations for demonstrating organisational competence...</i></p> <p><i>You must also ensure that your representatives are adequately trained and competent to engage in the credit activities authorised by your licence: s47(1)(g). We generally expect you to determine what is appropriate initial and ongoing training for your representatives, and to embed this in your recruitment and training systems...</i></p>
<b>ASIC Initial Requirements:</b>	<p><i>Representatives must complete training as determined by the licensee, and as appropriate to the representative's role and industry sector.</i></p>
<b>ASIC Ongoing Requirements:</b>	<p><i>Between 10 and 30 hours of continuing professional development (CPD) each year.</i></p> <p><i>If a licensee determines that less than 10 hours of CPD per year is an appropriate number of hours for its representatives to engage in, we would expect the licensee to explain to us why this is sufficient.</i></p>

<b>Learning Outcomes:</b>	
<b>V084: Professional Practices – The Professional Agent (2011)</b>	<p><b>Ready For the Field</b></p> <ul style="list-style-type: none"> <li>✓ Logical practices.</li> <li>✓ Why is a Mercantile Agent engaged?</li> <li>✓ What does a credit provider expect from the Agency and Agent?</li> <li>✓ What does an Agency expect from the Agent?</li> <li>✓ What qualities and tools must an Agency and Agent possess?</li> <li>✓ How an Agent should manage his/her processes and professionalism.</li> </ul>
<b>V086: The National Consumer Credit Protection Act 2009- Mercantile Agents (2012)</b>	<p><b>Mercantile Agents &amp; The NCCP</b></p> <ul style="list-style-type: none"> <li>✓ Differences Between, and Breaches of, the Codes.</li> <li>✓ Onus on Licensees and Licenses.</li> <li>✓ Pre Contractual Conduct</li> <li>✓ Accounts and Variations.</li> <li>✓ External Disputes Resolution (EDR).</li> </ul>
<b>V090: The Combined Acts Mercantile Agents (2016)</b>	<p><b>ACCC/ASIC Debt Collection Guidelines</b></p> <ul style="list-style-type: none"> <li>✓ What sections of the Competition and Consumer Act and ASIC Act are relevant to a mercantile agency and why?</li> <li>✓ ACCC Guidelines background and overview</li> <li>✓ What do the Guidelines contain?</li> <li>✓ How do they affect your business?</li> </ul>



	<ul style="list-style-type: none"><li>✓ How do I apply the Guidelines in my role as a staff member or agent?</li><li>✓ Critical issues</li></ul> <p><b>National Credit Code 2009</b></p> <ul style="list-style-type: none"><li>✓ Overview of the New Act</li><li>✓ Differences Between, and Breaches of, the Codes</li><li>✓ Onus on Licensees and Licences</li><li>✓ Contractual Conduct</li><li>✓ Accounts and Variations</li></ul> <p>External Dispute Resolution Schemes</p> <p><b>Privacy Act 1988</b></p> <ul style="list-style-type: none"><li>✓ Australian Privacy Principles overview</li><li>✓ What are the Australian Privacy Principles</li><li>✓ How do I apply them in my role at XYZ Agency?</li></ul> <p><b>Professional Practices (Condensed)</b></p> <ul style="list-style-type: none"><li>✓ Condition Reports</li><li>✓ Valuable Items</li><li>✓ Photographs</li><li>✓ Towing</li><li>✓ Self-harm and Suicide Awareness</li><li>✓ Trespass</li><li>✓ Hardship &amp; Trigger Statements</li></ul>
--	---

<b>Delivery Mode:</b>	Online
<b>Delivery Language:</b>	English
<b>Pre/Co Requisites:</b>	None
<b>Study Hours:</b>	20 hours
<b>Delivery Format:</b>	PDF – Printable – Editable
<b>Assessment Time:</b>	V084 1 hour 45 minutes, V086 1 hour 30 minutes, V090 2 hours
<b>Time Limit:</b>	None
<b>Testing Method:</b>	Open book - Training manual comprehension
<b>Test Format:</b>	80% automated questions 20% long answer questions
<b>Test Questions</b>	V084: 25 Questions, V86: 20 Questions, V090: 22 Questions
<b>Essay/Form Upload</b>	No
<b>Attempts Allowed:</b>	3 per module
<b>Delivery Media:</b>	Text, images, interactive graphics
<b>Course Moderator:</b>	BeeBox staff



<b>Course Creator:</b>	Nick Boyd, BeeBox Training with the kind assistance of various key personnel in the mercantile and finance industry.
<b>Enrolment Method:</b>	Self-enrolment via credit/debit card, PayPal or batch enrolments via group enrolment key
<b>Pass Mark Threshold:</b>	V084: 80% V086: 80% V090: 80%
<b>Certificate Authentication:</b>	Yes (unique identifier)
<b>Course Material Available For Audit:</b>	Yes
<b>Training Register Managed By:</b>	BeeBox/Client
<b>Contact Information:</b>	<ul style="list-style-type: none"><li>✓ For course attendance queries contact your compliance officer or supervisor.</li><li>✓ For enrolment issues contact Beebox Training quoting the subject code.</li></ul>
<b>Important Points:</b>	<ul style="list-style-type: none"><li>✓ <b>Cookies must be enabled</b> in your web browser before logging into the 'Classroom'.</li><li>✓ It is advisable to install the latest version of:<ul style="list-style-type: none"><li>• Adobe PDF Reader</li><li>• Your preferred web browser</li></ul></li><li>✓ You must be able to access your email address at the time of account creation as initial confirmation and grading advice will be sent to this address.</li><li>✓ This course does not require precise use of grammar. Remember, if your trainer can't read it then they can't mark it. Please use spell checking tools for your long answers.</li><li>✓ Note: from the course moderator. <b>Please allow 3-4 business days for your long answers to be graded.</b></li><li>✓ For other general enrolment queries please view our FAQ page.</li></ul>